



Job Posting

Title: Lead Care Manager, ECM Program

Base Salary Range: \$44,323 - \$67,618 plus benefits

FTE: Full-time, Non-Exempt

Our Mission: The Mission of South Central Family Health Center is to improve the quality of life for the diverse Community of inner-city Los Angeles by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment.

To lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient, and culturally responsive services.

General Summary: The Lead Care Manager (LCM), Enhanced Care Management (ECM) is responsible for coordinating and implementing organization-wide enhanced Care Management. The Lead Care Manager (LCM), Enhanced Care Management (ECM) works closely with medical, dental, behavioral health and vision teams and patients to develop personalized care plans that address the unique needs of each patient. The Lead Care Manager (LCM) oversees the care management services provided to patients, ensuring that services are efficient, effective, and patient-centered. The LCM ensures that ECM incorporates a broad range of services, including medical, social, and behavioral health services. The LCM serves as a liaison between various healthcare providers, ensuring that all members of the care team are informed about patient statuses and plans.

- Oversees and implements provision of the Enhanced Care Management (ECM) services; and identification and achievement of Care Plan goals and objectives with the member that meet their self-identified strengths and health care and psychosocial needs.
- Offers services where the ECM member lives, seeks care, or finds most easily accessible and within health plan guidelines.
- Advocates on behalf of members with health care professionals, and connects with ECM member via phone or in-person to facilitate engagement, assessment, follow-up, and education/training visits in order to develop and address the Care Plan.
- Uses motivational interviewing and trauma-informed care practices and works in conjunction with ECM members to identify Care Plan goals and objectives.
- Coordinates pre-operative evaluations.
- Coordinates with ECM resource partners to obtain data/information to ensure accurate Care Plan updates
- Provides linkage to outside health education, wellness programs, and community resources
- Assists with translation for staff when necessary.
- Utilize SCFHC's NextGen and other electronic tracking systems to coordinate services and input data for reporting.
- Reviews existing SCFHC protocols and policies to match ECM requirements.
- Outreaches to patients who have missed preventative services (well-child exams, colon and cervical cancer screenings etc.)
- Coordinates appointments with health care providers to ensure timely delivery of diagnostic, treatment and wellness exams abuse, or poverty.



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Top benefits or perks: As a team member at South Central Family Health Center, you'll enjoy competitive wages and generous benefits:

- Benefits: Health care, dental, life insurance
- 403 (b) Retirement plan
- Education Reimbursement
- Career development: Entry-level employees have opportunities to work in management, HR or other areas of the company

Qualifications and Experience:

- High School Diploma or equivalent required.
- Bachelor's Degree preferred.
- Medical Assistant/LVN certification preferred.
- Knowledge of community resources in area
- Must have a minimum of 2 years' experience in case management in community clinic or FQHC setting.
- Comfortable working with diverse populations

Contact/application information:

To apply please visit South Central Family Health Center's website at:

<https://recruiting.paylocity.com/recruiting/jobs/All/325da02f-904e-426b-ab73-f734fa9906c9/South-Central-Family-Health-Cent>